



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
40200	Hospitality Industry Training Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	829	829	100
Employer satisfaction	25	0	0

Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

Students provided a high response rate as these surveys are distributed to students whilst attending face to face training therefore the response rate is high.

Students numbers were slightly lower than 2015 due to less enrolments over the course of the 2016 calendar year.

Employer surveys were emailed out upon trainees completing training but once again we do not have any returns in this area. During the coming year HITsa will take the employer survey out to the employer for completion when we issue the certificate to encourage the employer to complete the form at the same time as the completing student.



Section 2 Survey information feedback

What were the expected or unexpected findings from the survey feedback?

Expected

- students enjoy the practical elements of training enormously and this is frequently commented on
- students prefer less theory
- overall our trainers are highly regarded and commented on as being excellent educators
- students enjoy the discussions of actual experiences within venues as our trainers generally work in industry as well as working as an educator
- on-site training with housekeeping staff - great experience
- coffee making is always an enjoyable course for students due to high practical content

Unexpected

- students would like more time on gaming machines
- responses included training could have been condensed
- meeting other students and industry workers
- off-site training was highly interactive and students enjoyed having management staff working with them in these settings
- some would prefer less powerpoint and the inclusion of videos if possible
- more role-plays
- loved making cocktails that they invented
- practical skills testing, letting us put the theory we learnt into practise was great
- getting a professional resume was a highlight of the training
- students were upset when other students arrived late and did not respect training and trainer
- bar operations - more drink practical requested by students
- students enjoyed getting additional resources that they could keep eg coffee book, cocktail book
- the informal approach to learning was great - treating students as adult learners

What does the survey feedback tell you about your organisation's performance?

HITsa continues to deliver a quality experience for all students.

Our training is predominantly short courses for fee for service students and qualifications through a traineeship arrangement.

555 survey response were all marked agree and/or strongly agree

222 surveys had responses in disagree and strongly disagree - these were in response to comments including

- The training was the right level of difficulty for me
- I looked for resources to help me learn



- I pushed myself to understand things I found confusing
- I learned to plan and manage my work
- I set high standards for myself in this training

Most of these comments were of not great concern to HITsa because

- HITsa do not require students to look for additional resources to support their learning
- some training courses are mandatory therefore may not include practical, may not be complex for some learner or learners may not learn to plan and manage work, particularly when training is only 1/2 day refresher based courses.

Of the remaining 52 learners that had responses in the disagree and/or strongly disagree boxes the responses were predominately relating to the training organisation not having a range of service to support learners and the training used up to date equipment, facilities and materials.

Section 3 Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?

HITsa have recently relocated to new premises which has allowed us to update our equipment with a new bar set up, additional coffee machines and we are currently in the process of updating some of our gaming machines.

HITsa have a continual improvement system in place and this includes validation, moderation and engagement with industry through our Industry Reference Groups.

Most resources are now purchased although HITsa still maintain hospitality resources and update this at the end of every calendar year at the very least.

How will/do you monitor the effectiveness of these actions?

We will continue to monitor our operations from the survey that we ask our students to complete for attendance at each course.

Our Industry Reference Groups are engaged to ensure our training remains relevant and at industry standard and we also provide feedback from our surveys to these groups.

Regular trainer meetings ensure that feedback is also given to them and it also allows for trainers to provide management with feedback on training materials, survey responses, class sizes and the overall training experience.